UNITED NATIONS

ST

Secretariat

ST/IC/1991/5
8 February 1991

INFORMATION CIRCULAR

To: Members of the staff at Headquarters

From: The Assistant Secretary-General for Human Resources Management

Subject: TRAINING FOR OFFICE AUTOMATION TECHNOLOGY

1. The purpose of the present information circular is to explain the options available to staff members who require training in office automation technologies and to outline the procedures by which staff may participate in the available programmes. At this time, the Training Service offers three types of computer training:

(a) Training in WordPerfect word-processing software;

(b) Training in other microcomputer software;

(c) Self-study programmes.

A. Training in WordPerfect word-processing software

2. As announced in administrative instruction ST/AI/361 of 29 March 1990, WordPerfect has been selected as the United Nations word-processing standard for microcomputers for the next three years. The Training Service will therefore provide two types of WordPerfect training:

(a) Training for conversion from WANG to WordPerfect for staff members who already have WANG knowledge;

(b) Introductory WordPerfect training for staff members who need word-processing skills but have no previous training.

3. The Training Service has begun providing WordPerfect training according to a schedule of priorities worked out by the Office Automation Service of the Electronic Services Division in collaboration with executive offices. Staff members will be notified of the time their office has been scheduled for WordPerfect training.

B. Training courses in other microcomputer software

4. In addition to training in WordPerfect, the Training Service offers introductory, intermediate and advanced training courses in microcomputer software packages supported by the Organization: DOS, dBase IV, Paradox, Lotus 1-2-3, Quattro Pro, Ventura, Harvard Graphics and Norton Commander.

5. As explained in information circular ST/IC/89/58, in cases where offices acquire software packages other than those officially supported by the Organization, it will be the responsibility of the individual offices to arrange for training and technical support of such software.

6. Because of the demand and the limited resources available for personal computer training, formal training in specific software packages is limited to staff who meet the following criteria as certified by the staff member's immediate supervisor and the Executive Office:

(a) The staff member's office must have a specifically identified application for which the software is being/will be used;

(b) The staff member's current job functions must require the use of the software package;

(c) The software must already be installed on the staff member's computer;

(d) The staff member must meet the course prerequisites.

7. Staff members requesting intermediate or advanced training will be required to take a placement test to determine eligibility.

Application procedure for training other than WordPerfect

8. Staff members wishing to be included in any microcomputer training, other than WordPerfect, up to 31 December 1991 should fill out the attached application form and submit it to the immediate supervisor for completion. Applications should then be forwarded to the executive office. Staff who wish to apply for training after 31 December 1991 will be advised of procedures in a subsequent circular.

9. The executive offices will assign applicants a priority according to the needs of departments and inform the Training Service of those needs. The Training Service will apportion blocks of training time among the respective executive offices, schedule the appropriate training courses and notify the executive

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offices. The executive offices will then assign individual staff members to the courses and inform staff of their schedules.

10. Please note that the Training Service is not in a position to respond to individual requests for microcomputer training and thus will consider only those requests that come from executive offices according to the procedure outlined above.

11. Departments or offices wishing to offer special group training tailored to specific needs should contact the Training Service directly.

C. Self-study programmes

Computer lab

12. A computer lab equipped with 10 personal computers is available for staff members who wish to work on self-study tutorial programmes or practice their computer skills. Computer-based tutorial programmes are available in most software supported by the Organization (DOS, dBase III and IV, Paradox, Lotus 1-2-3, WordPerfect, Ventura and Harvard Graphics, as well as general typing and keyboarding skills). A training assistant is available in the lab to provide help and answer questions.

13. The lab is located in room GA-36A and is open daily from 11 a.m. to 2 p.m. Staff members wishing to use the lab are requested to make an appointment by calling extension 3-0770 between the hours of 3 p.m. and 5 p.m. of the previous day.

Self-study centre

14. A self-study centre is also available for staff members who wish to follow video-based or combination video/computer-based self-learning programmes, primarily on mainframe computer applications. Examples of mainframe training offered through the self-study centre include CICS, JCL, TSO and Data Communications.

15. The centre, located in room GA-36B, is equipped with television monitors, video playback machines and personal computers, one of which is hooked up to the building's mainframe computer. It is open daily between the hours of 9.30 a.m. and 5 p.m. and can accommodate either individuals or small groups.

16. Courses provided in the self-study centre are rented by the Training Service from a computer education firm. Programmes offered are determined in collaboration with the Electronics Services Division based on both individual and departmental requests. Requests for training should be addressed to the Training Service from the staff member's supervisor and should explain the relevance of the requested training to current job functions.

17. A catalogue describing specific courses available can be consulted in the centre. Further information can be obtained by calling extension 3-2317.

18. The present circular supersedes information circular ST/IC/1990/41 of 14 June 1990.

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For Training Service Only	
Priority	1 |__|
	2 |__|
	3 |__|

APPLICATION FOR PARTICIPATION IN PERSONAL COMPUTER TRAINING
(NOTE: This application is NOT to be used for WordPerfect training)

Part I. To be completed by the applicant: (Please Print)

Course requested _____

Index No. _____ Applicant's Name _____

Room _____ Extension _____ Grade/Level _____

Department/Unit _____

How would you rate your typing skills? Very Good ---------- None at all
5 4 3 2 1

Are you familiar with the computer keyboard? YES |__| NO |__|

Have your taken a DOS class? YES |__| NO |__| If so, when? _____

Part II. To be completed by applicant's immediate supervisor:

The applicant needs to learn the requested software in order to perform current job functions. YES |__| NO |__|

The requested software has already been installed on the applicant's computer. YES |__| NO |__|

Briefly explain the application for which the requested software is intended.

_____

_____

_____

Name (please print) _____

Signature _____

Title _____

Room _____ Extension _____

Part III. To be completed by the Executive Office

Has the requesting Unit consulted with Office Automation Services to determine if the software selected is appropriate for what they intend to do? YES |__| NO |__|

Priority assigned to this request in relation to other requests from the department for computer training. 1 |__| 2 |__| 3 |__|

Signature _____

Executive Office _____